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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re Application of:

McIlwaine, et al.

Serial No.: **10/602,804**

Filed: **June 24, 2003**

For: **Method and System for Scheduled
Delivery of Training to Call Center
Agents**

Art Unit: **3713**

Confirmation No. **1098**

Examiner: **Le, Karen L.**

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

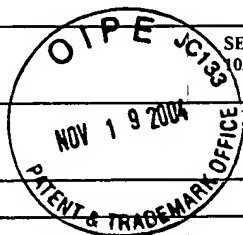
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K&S Docket: 07117.105014
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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on November 22, 2004.

Robert T. Neufeld, Reg. No. 48,394

FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT*(Use several sheets if necessary)*ATTY. DOCKET NO.
07117.105014SERIAL NO.
10/602,804FILING DATE
June 24, 2003APPLICANT
McIlwaine et al.GROUP
3713**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA						
AB						
AC						
AD						
AE						
AF						
AG						
AH						
AI						
AJ						
AK						
AL						
AM						

FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
AN				
AO				

OTHER REFERENCES *(Including Author, Title, Date, Pertinent Pages, Etc.)*

AP	Knowlagent; Knowlagent r7 Capabilities and Technologies Overview; June 10, 2004; pp. 1-20
AQ	Knowlagent; Marketing document from website; www.knowlagent.com; (August, 2004)

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.